

The Public Safety Group
Presents
“DISPATCHER TRAINING”

In conjunction with the Northwest Regional Communications Center

June 6, 7 & 8, 2016
Dublin Justice Center
6565 Commerce Parkway
Dublin, OH 43017

NEW classes first time in OHIO

June 6 & 7 – Crisis Intervention (\$375)

Communications professionals are often the first to deal with a person in crisis. Your words and actions can set the tone for the remainder of the call. This class is designed to provide attendees with the skills to make a difference. Topics include: General guidelines, active listening, verbal containment, use of your voice, intelligence gathering, suicide intervention, understanding returning veterans, the mentally ill, case studies and role play.

June 8– Lead, follow or get out of the way (\$199)

The communications center is in need of more leaders from all levels of the organization. This class is designed to provide leadership skills to employees at all levels of the organization. Topics include: What is management, what is leadership, traits of a leader, respect, professionalism, meeting employee needs, the next generation, positive leadership, commitment, goals, servant leadership,

The Public Safety Group
PO Box 326, Estero, FL 33929
Telephone (877) 794-9389 or Fax (239) 676-7468
Register on-line at www.publicsafetygroup.com
All major credit cards accepted

Which class and time are you attending? _____

Name _____ Title _____

Agency _____

Address _____ City _____ State _____ Zip _____

Tel# _____ Fax# _____

Send Billing invoice to: _____
Name and email address